CHIPS Frequently Asked Questions:

1) Q: What action should I take as a counselor when the CHIPS database will not allow me to enter a student and the rejection message indicates the social security number already exists in CHIPS?

   A: The rejection is most often related to the social security number you are attempting to enter. The social security number has previously been entered in the CHIPS database for another student at another high school. CHIPS will NOT allow duplicate social security numbers to exist in the database. Other reasons for social security number duplications may be due to:
   1. you have already entered the student in the current year and are attempting to re-enter the student for a second time;
   2. the same student was entered into CHIPS in a previous year but did not graduate and you now are attempting to re-enter the student for the current year; or
   3. another or the same high school for a different student has been entered in CHIPS in the current or previous year(s).
   A CHIPS "Result" code column is provided to the high school guidance counselors to identify questionable social security numbers for review and correction.

   ACTION:
   For #1 remove the student's duplicate information. For #2 call SSACI at 317-232-2355. For #3 ask the student to verify their name and social security number (showing the counselor their social security card) to verify if what you are entering into CHIPS matches the social security card. Correct the social security number in CHIPS if necessary, otherwise if the number in CHIPS is correct call SSACI 317-232-2355. SSACI will need your student's name, social security number, date of birth, year of graduation and diploma type. SSACI will research and resolve the discrepancy so you may enter your student's data into CHIPS.

2) Q: What impact does inaccuracy in CHIPS data entry have on the student and high school?

   A: Errors in data entry result in the inability to match the student's Core 40 with Technical Honors or Academic Honors subsidy rate with the student's application for financial aid (FAFSA) which may result in lost state grant funding to the student throughout their undergraduate career.

   ACTION:
   Discrepancies are identified in the CHIPS database under the "Result" Column. Counselors need to follow the CHIPS instructions at the end of this text that lists the codes, what they mean, and what action must take place to correct the error. Once the correction is made a calculation of the student's eligibility for an increased state grant award will take place.

3) Q: Why is it important to enter students into the CHIPS database on or before February 28, 2012?

   A: Preliminary award letters are sent to students by colleges outlining a student's financial aid package to attend that particular institution. The aid package provides families with financial aid information to help them decide where the student will attend college or if they need to be applying for additional funds (i.e. Student/parent loans). CHIPS information entered by the February deadline helps to ensure that the preliminary award letters provide the most accurate state awards for a more accurate financial aid package.

4) Q: Why is it necessary to update a student's status on or before May 31, 2012 after the initial reporting that was done by February 28, 2012?

A: State grant award notices (by email) are sent out in June or July and awards are made know to the college financial aid office at that time. Therefore in order to provide the student and school with an accurate assessment of a student's final state grant eligibility, your updated assessment must be manually entered by SSACI into the CHIPS database on or before May 31, 2012.

5) Q: What should be done with any student who completes the SSACI criteria or has changes in their initial eligibility that was entered into CHIPS for Core 40 with Technical Honors or Academic Honors after the final data entry deadline of May 31, 2012 (i.e. student took summer classes and graduated after May 31, 2012?

A: Although CHIPS will be closed to your entering of the data after May 30, 2012, SSACI does have the ability to update CHIPS for you and make the necessary changes to either add a student into the database, update a student's status by changes to Core 40 with Technical Honors from Academic Honors or Academic Honors from Core 40 with Technical Honors or updating the student to a status of "Neither" (not eligible for the Core 40 with Technical Honors or Academic Honors status).

ACTION:
The guidance counselor will need to contact SSACI at 317-232-2355 on how to proceed.

6) Q: Why is it important to review and work the "Result" Column in the CHIPS database?

A: An attempt to match the CHIPS data your school entered with the state grant file xGRADS (FAFSA) data is made immediately when you submit the student data. The data match has an outcome indicated by a Result Code reflected in the Result Column in CHIPS. If the data element in CHIPS (Social Security Number-SSN, Last name First name, DOB) does not match the state grant file xGRADS (FAFSA), then no match for the increased subsidy rate in calculating the student's state grant award can take place. This could mean the information in CHIPS has been entered incorrectly, that the student made an error on the FAFSA information that she or he submitted (name, date of birth, or social security number), or the student has not filed a FAFSA, any of which will not allow for a match of information to take place. You may need to take additional action to resolve the discrepancy. The following chart provides the Results code, describes what each code means, and the action that you or the student may need to take in order to have the two sources of information (state grant file xGRADS and the FAFSA information) match.

7) Q: Why should you contact SSACI when the CHIPS "Result" column reflects a code of "DN"?

A: Double check the Date of Birth and Last Name you entered into the CHIPS database, and tell the student to check the same information he or she completed on the FAFSA, but if the information is still correct, please call SSACI at 317-232-2355 to pursue the issue further.

8) Q: How should I report a student who graduates mid-year?

A: If a student graduates mid-year, he or she should be reported with the senior graduating class of that year. For example, if a student graduates in December 2011, you should report the student with the 2012 graduating class.

Please note that if the student plans to attend college in January (spring term) and wants to apply for state aid, he or she must file the FAFSA by March 10th, prior to the start of the

academic year the student plan to attend. For instant, a student graduates in December 2011, he or she must file the FAFSA by March 10, 2011, to be considered for state in January 2012.

Code Meaning/Action

DB – Date of Birth does not match GRADS

Double check the Date of Birth in CHIPS and tell the student to check the FAFSA. Correct the one in error.

DE – Deactivated program (AH or TH) for student. Check to ensure that you intended to change to "Neither."

DN - Neither Date of Birth nor Name match.

Possibly SSN is incorrect. Information reported in CHIPS does not match information reported on the FAFSA. Double check the Date of Birth and Last Name in CHIPS and compare it with a copy of the student's social security card. If information is correct, tell the student to check the FAFSA data submitted to the federal processor. If all information is correct, it may be necessary to call SSACI @ 317-232-2355.

NF - No FAFSA exists for the current year (2012-2013) but a FAFSA does exist for the previous year (2010-2011). Therefore no "marriage" of information will occur with what was reported in CHIPS to a current year FAFSA so that eligibility for an increased state grant cannot be determined and no award can be granted. Encourage the student to file the current year FAFSA (2012-2013) by the state grant deadline date, March 10, 2012. However, if after filling the 2012-2013 year FAFSA and inconsistencies are present between CHIPS and the FAFSA another updated Result code may appear. In this case further action may be needed. (i.e. Ask to see student's social security card) to correct either original CHIPS data submitted or if CHIPS is not the problem then FAFSA information reported may be incorrect. The student will need to contact the federal processor and the FAFSA data corrected to have the CHIPS and FAFSA information match.

NM - Last Name does not match GRADS
Double check the student's Last Name with your records and with his or hers social security card. Correct original CHIPS data if necessary. If CHIPS data is correct, have student check their FAFSA information.

SN - SSN does not match GRADS: most commonly due to the student not yet filing a 2012-2013 FAFSA. May be social security number issue, or that the CHIPS data was entered incorrectly with typos. Most common: **No** FAFSA on file with SSACI and no award can be granted, therefore encourage the student to file the current year FAFSA. If the student filed the FAFSA but did not list "IN" as the legal state of residence SSACI would not receive the FAFSA information. If reported in error, encourage the student to correct the error with the federal processor on or before May 16, 2012 SSACI deadline.

OK - Program data in CHIPS and 2012-2013 FAFSA data are cohesive. No action is needed!